




J. TYLER McCAULEY
AUDITOR-CONTROLLER

COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

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August 17, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley
Auditor-Controller 

SUBJECT: **CHILD CARE INFORMATION SERVICES CONTRACT REVIEW**

We have completed a contract compliance review of Child Care Information Services (CCIS or Agency), a CalWORKs Stage 1 Child Care service contractor. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

Background

The Department of Public Social Services (DPSS) contracts with CCIS, a private, non-profit, community-based organization that assists parents with childcare services. CCIS' services include explaining participant's childcare options and program rights, providing multilingual services to the participants upon request, consumer education information and childcare referrals. CCIS is located in the Fifth District.

DPSS pays CCIS a negotiated rate of approximately \$126 per case per month. DPSS also pays CCIS approximately \$6,000 for nine months for outreach services. For Fiscal Year 2003-04, DPSS paid CCIS approximately \$830,000.

Purpose/Methodology

The purpose of the review was to determine whether CCIS provided the services outlined in their Program Statement and County contract. We also evaluated CCIS' ability to achieve planned service and staffing levels. Our monitoring visit included a review of CCIS' billing statements, participant case files, time sheets and interviews with CCIS' staff, program participants and service providers.

"To Enrich Lives Through Effective and Caring Service"

Results of Review

Overall, CCIS is providing the services outlined in its contract. CCIS maintains documentation to support the services billed to DPSS and employs the appropriate number of staff to perform those services. Generally, CCIS provided the services within the timeframe required by their County contract and the program participants interviewed stated that the services they received from CCIS met their expectations. In addition, CCIS maintained their planned service levels for Fiscal Year 2003-04.

Review of Report

We discussed our report with CCIS. The Agency's response, attached, indicates agreement with our report. In addition, we notified DPSS of the results of our review.

We thank CCIS for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:DR:DC

Attachment

c: David E. Janssen, Chief Administrative Officer
Department of Public Social Services
Bryce Yokomizo, Director
Ida L. Rivera, Chief, Contract Management Division
Shirley Christensen, Chief, Gain Program Division
Cristina Alvarado, Executive Director, Child Care Information Services
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT
CalWORKs STAGE 1 CHILDCARE PROGRAM
FISCAL YEAR 2003-2004
CHILD CARE INFORMATION SERVICES**

BILLED SERVICES/CLIENT VERIFICATION

Objective

Determine whether CCIS provided the services billed in accordance with their contract and the program participants actually received those services.

Verification

We selected a sample of 10 program participant case files from an average of 474 active participant case files for November and December 2003. We reviewed the case files for documentation to support the services billed and to determine if the program participants were eligible to receive services. Our sample represents \$1,260 out of a total of \$119,524 that CCIS billed DPSS for November and December 2003. We also interviewed 10 program participants and 10 daycare providers to confirm that the program participants actually received the services.

Results

CCIS provided the appropriate services required by their County contract. CCIS provided multilingual services to participants that requested the services and each program participant received consumer education information. In 9 (90%) instances, CCIS provided childcare services within the required timeframe.

The 10 program participants interviewed stated that they received childcare services from CCIS and that the services met participant's expectations. CCIS also assisted in certifying eligibility and authorizing payments. In addition, all 10 individuals sampled were eligible to receive program services. The 10 service providers indicated that CCIS paid the providers timely for the services provided.

Recommendation

There are no recommendations for this section.

STAFFING/CASELOAD LEVELS

Objective

Determine whether CCIS actual staffing levels are consistent with proposed staffing levels of 16.0 Full Time Equivalent (FTE) positions.

Verification

We interviewed and reviewed time sheets of 21 program staff to determine whether actual staffing levels are consistent with their proposed staffing levels.

Results

No exceptions. CCIS maintained their planned staffing levels. The contract requires 16.0 FTE positions. CCIS staffing levels at the time of our review was 16.0 FTEs.

Recommendation

There are no recommendations for this section.

SERVICE LEVELS**Objectives**

Determine whether CCIS reported service levels for November and December 2003 did not significantly vary from planned service levels of 609 participant cases.

Verification

We reviewed invoices for November and December 2003 and compared to CCIS proposed service levels for the same period.

Results

CCIS did not achieve their planned service levels. For November and December 2003, CCIS' reported service levels averaged approximately 475 participant cases. This represents a decrease of approximately 20% from CCIS' planned service levels. The decrease is attributed to a decrease in the number of cases referred to the contractor by DPSS.

Recommendation

There are no recommendations for this section.



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UNITED WAY

July 26, 2004

J. Tyler McCauley
Los Angeles County Auditor-Controller
500 W Temple, Room 525
Los Angeles, CA 90012

Dear Mr. McCauley:

Contract Review Response

We have reviewed the report issued by your Department and are in general agreement with the findings. Because there were no specific recommendations, we will not need to submit a plan of action to the Department of Social Services.

We are happy with the report and we wish to thank the County of Los Angeles' Department of Auditor-Controller for a thorough report.

Please call me if you have any questions at (626) 449-8221, ext. 204.

Sincerely,

Cristina Alvarado
Executive Director
Child Care Information Service